

DISASTER PREPAREDNESS FOR MAUI COUNTY: A CITIZEN'S GUIDE

GENERAL COMMENTS ABOUT THIS GUIDE

This guide to the County's response to a natural disaster, such as a hurricane, has been produced to inform the public about how to prepare for a natural disaster, and how to cope with the aftermath of such a disaster. An informed public is the key to the effective functioning of our Civil Defense system. **You must be able to take care of yourself and your family in times of emergency, since government will not be able to assist everyone.**

This guide should be used in conjunction with the information found in the Civil Defense section of your phone book. Read this guide and that section and make your plans **before** an emergency occurs.

Preparation for a disaster is the most important thing you can do for you and your family. This guide will help you to prepare, but no guide will prepare you for every circumstance. The key is to anticipate the problems you may face - be prepared for the unexpected! Don't wait for instructions to take obviously necessary actions.

PART 1. PREPARING FOR A DISASTER

What provisions should I stock in my house in case a natural disaster strikes?

A major disaster may interrupt water, electricity, telephone, and gas services. Normal household activities such as cooking and bathing may be disrupted. Stores may be inaccessible or closed.

A home survival kit and an emergency food and water supply are essential. You should have an evacuation kit in case you have to leave your home. The necessary items are discussed in the Civil Defense section of your phone book. Emergency food and water should last your family at least five days, and you will need at least two quarts (one-half gallon) of water for each family member per day. The more water, the better.

A first aid kit is important. Receiving medical assistance will be difficult after a disaster strikes. Learn first aid and medical emergency care or keep reference material with your medical supplies. Adults and teenagers are encouraged to take first aid and cardiopulmonary resuscitation (CPR) courses.

For those with a condition, which requires continuous or special medication, contact your doctor on how to deal with emergencies.

What do I do when I hear the Civil Defense sirens?

If the Civil Defense sirens sound at any time other than during the test period on the first working day of the month, turn your radio to one of the following local radio stations for information:

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|-----------------|-----------------------------|
| 1. KMVI-AM 550 | 2. KNUI-AM 900 |
| 3. KAOI-AM 1110 | 4. KPOA-FM 93.5 (West Maui) |

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| 5. KAOI-FM 95.1 | 6. KAOI-FM 96.7 (Upcountry) |
| 7. KMVI-FM 98.3 | 8. KLHI-FM 101.1 (West Maui) |
| 9. KNUI-FM 99.9 | 10. KONI-FM 104.7 |
| 11. KPMW-FM 105.5 | 12. KDLX-FM 94.3 |
| 13. KNUQ-FM 103.7 | |

These radio stations transmit up-to-date information about the status of a threatening weather condition. If you live in West Maui and receive cable service from Hawaii Cable Vision, your television will receive similar emergency information that goes out over the radio.

After turning on your radio, listen for emergency information and instructions. Take the necessary protective actions as directed and keep tuned for further information and instructions.

Because the radio is your primary source of information during an emergency, make sure that you have a portable radio and enough batteries to operate the radio for at least 24 hours. Local television stations will carry emergency information broadcasts as long as they are able.

(IMPORTANT: Radio stations from other islands can be heard in Maui County. Listen carefully to the announcements to be sure any announcements apply to Maui County.)

Should I call the Police or Civil Defense for information?

You do not need to call the Police Department or Civil Defense to get general information about an emergency; any local radio station should tell you all you need to know. Both Civil Defense and Police will update local radio stations with important information when it becomes available. Unless you need to relay emergency information to authorities, please limit your use of the telephone.

What is a "HURRICANE WATCH" or "TSUNAMI WATCH"?

A "WATCH" is an official announcement that a hazardous condition may be a serious threat to life and property within a particular time. A hurricane "WATCH" means that hurricane conditions can be expected within 36 hours. A tsunami "WATCH" means that a tsunami is possible. "WATCH" status means you should **GET READY** and **LISTEN** to your radio or television for further instructions.

What is meant by a "HURRICANE WARNING" or "TSUNAMI WARNING"?

A "WARNING" is an official announcement that hazardous, life-threatening conditions are about to occur or are occurring. "WARNING" status means you should **TAKE ACTION**. A hurricane "WARNING" means that hurricane conditions can be expected within 24 hours. A tsunami "WARNING" means that a tsunami has been generated: Leave coastal areas. (A very strong local earthquake may cause a local tsunami: Go to high ground immediately!)

The Emergency Alert System (EAS) stations will give you the latest information regarding hazardous condition; however, that information can change rapidly so keep informed. "Warning" and "Watch" announcements for hurricanes, tsunamis and floods are explained further in your phone book.

Please take **"WATCH"** and **"WARNING"** announcements very seriously. The more prepared you are for any impending danger, the better able you will be to protect yourself and your family.

What if I am in an isolated area where Civil Defense sirens are not available and radio reception is poor or nonexistent? Or, what if the CD sirens fail to operate?

The disaster plans for Maui County include plans to alert campers and the population in areas that do not have siren coverage. However, before you go on a trip to a remote area please evaluate the weather. Always tell someone where you are going and when you will return.

PART 2. EVACUATION PROCEDURES AND CONCERNS

Should I evacuate or should I stay where I am?

The decision to evacuate will be determined by many factors, including the nature of the emergency and your location. The Civil Defense Tsunami Evacuation maps in your telephone directory show coastal areas that are likely to be affected by wave action associated with a tsunami or hurricane. If you live in these areas or areas exposed to high winds, prepare yourself and your family accordingly.

Information about which areas should be evacuated will be broadcast over the Emergency Alert System (EAS).

Evacuation instructions are issued with your safety in mind. Compliance is voluntary, but orders are given only in the most serious of circumstances.

If you are unable to evacuate, immediately inform the authorities of your situation.

If your area is not advised to evacuate, you may still report to the designated shelter closest to your location.

What should I do to my house or business to minimize possible damage and injury due to hurricanes?

House or structure protection.

1. Board up or tape up windows. If taping from the inside, use large X's to reduce shattering. Draw drapes and blinds for added protection. Smaller windows are usually broken by wind-driven debris, larger windows can be broken by wind pressure. Wrap window screens in plastic trash bags and make sure screens are secure on windows.
2. Wedge any sliding doors with a brace or broom handle to prevent them from being ripped loose by wind vibrations. Secure your residence by locking doors and windows.
3. Tie down or otherwise secure outdoor objects that might be picked up and blown by high winds.
4. Unplug all unnecessary electrical appliances, except the refrigerator and freezer. Turn them both to the coldest setting, and do not open unless necessary. Freeze as much ice as possible.

5. Sterilize the bathtub and all available containers with bleach. Dry and fill containers, tub, and washing machine with water for drinking, cooking, and sanitary needs.

If you are unsure about the cleanliness of the water, chlorinate as follows: either (1) buy water purification tablets from the drug store and use as directed, or (2) add 8 drops of chlorine bleach (containing 5.25% hypochlorite as its only active ingredient) per gallon of water. If the water is cloudy, add 16 drops per gallon of water. Stir, and let stand for 30 minutes.

The rule of thumb for water is that each person should have a minimum of two quarts of water per person, per day, for drinking. However, because of Hawaii's tropical climate, count on having at least 4 quarts (1 gallon) of water per person per day at your disposal.

6. Store drinking water and canned or bottled drinks in an ice chest to reduce the necessity of opening your refrigerator after power is cut to your area.

7. Package valuables such as titles, deeds, insurance papers, jewelry, stocks, bonds, etc., for safekeeping in waterproof containers.

8. If told to evacuate, shut off the electricity at the main switch and shut off gas at your meter.

Family Preparations.

1. Assemble the entire family. Leave a note for those you expect home, listing the time you are leaving, where you are going, and a phone number where you may be reached.

2. If your children are at school when a warning is issued, local radio stations will broadcast when schools will be closing. If your child's class has been taken to a shelter, then listen for any special instructions. If the situation warrants, bring your evacuation kit, pick up your children and proceed to the nearest shelter.

Protection of pets and animals.

1. Pets are not allowed at emergency shelters, so plan ahead for their safety and protection, too. If you have no other choice bring your pets inside the house and secure them, if possible. Lay down a lot of newspaper for sanitary purposes. Provide an ample amount of food and water before leaving.

2. If you have registered and tagged your pet through the Maui Humane Society, this will aid in identification of a lost or dead animal.

Protection of Commercial Property and Condominiums:

1. Cover all glass windows and doors on at least the first floor with shutters, paneling, or other protective material like plywood or masonite. If you can't cover the windows in this manner, use strips of masking tape placed 10 to 12 inches apart on the inside of the glass.

2. Move records and important papers away from windows. Records stored on the first floor should be raised off the floor in case of flooding.

3. Disconnect office equipment such as computers, copiers, printers, etc., to prevent damage due to blown transformers or an electrical surge when the power is restored.
4. If the building has an emergency power generator, service and test it under load, then secure it.
5. Check roof drains to see that they are unclogged. Clogged roof drains could cause a roof to collapse under the weight of accumulated water.
6. Have a supply of heavy plastic sheeting, air conditioning duct tape and sandbags set aside to secure first floor doorways against floodwater.
7. Water damage from a tsunami or hurricane may cause the elevator to stop operation and trap passengers. Park the elevator at the top floor to avoid flooding and damage.
8. Collect insurance policies and other important financial records necessary to process any of your claims. Package them in waterproof containers and take them with you.
9. For retail establishments, secure and tape glass showcases. Cover merchandise with tarpaulins or plastic sheeting to minimize water damage if the roof collapses.
10. Store toxic chemicals in the safest section of the building and where they will not contaminate floodwaters. Store water-reactive chemicals in waterproof containers.
11. Turn off electricity at the main switch.
12. Secure lumber, machinery and equipment, which are stored in open storage yards or open sheds.

What procedures should I follow to maximize the chances that my boat will survive the disaster?

1. You should have an emergency plan in place before any disaster. Contact the U.S. Coast Guard and the State Department of Transportation, Harbors Division for emergency planning information. Do this well before an emergency occurs and formulate an emergency plan. If your boat is at home, tie it down securely on high ground away from the shoreline.
2. If you are off-island, you should have made prior arrangements for someone else to be responsible for your boat.

When I have been told (or decide) to evacuate, what should my family and I take to the shelter?

When you evacuate take an evacuation kit. The evacuation kit should contain the items listed in your phone book. Don't forget:

- a. Personal identification (e.g., driver's license, State ID card).
- b. Insurance papers and any home-related information that would be useful in filling out damage claims.

- c. Cash, since banks may be closed and automated teller machines might be closed.
 - d. Fill your car's gas tank.
- Bringing your own evacuation kit to the shelter is very important. Shelter supplies may be limited.

The American Red Cross asks that the following **not** be brought to an emergency shelter: alcoholic beverages or illegal drugs, weapons, pets, and too many personal possessions.

Where is the nearest evacuation shelter/emergency shelter? What route should I take?

The opening of shelters will be announced over radio and local television stations. The shelters may not be opened immediately, so **listen to the radio for specific shelter openings.**

Go to the nearest shelter. (See Appendix A and Appendix B)

What if the traffic appears too heavy on the road? What if the roadway is closed to traffic? Should I turn back for my house?

Remember to plan ahead. Have you considered the different routes available when leaving your home? Try to avoid a last minute rush since predicted arrival times of both tsunamis and hurricanes may change. Many roads, especially coastal roads, may be closed immediately prior to and during tsunamis and hurricanes. In case of a tsunami and you are in an area that was told to evacuate, immediately find the nearest roadway that will get you to higher ground.

The most likely roads to be closed prior to a hurricane (or a tsunami) in your neighborhood are coastal roads.

Please listen to the Emergency Alert System (EAS) broadcasts to find out whether a nearby road is being closed or has been closed. When a road is closed, police will set up barricades to prevent entry onto the road. Immediately after the disaster occurs, only those with an emergency pass will be allowed to drive on the roadway. Debris, live power lines, and other obstructions may be across or in the roadway, **do not enter a barricaded roadway.**

I am a visitor at a hotel What should I do when a disaster is imminent?

The staff at your hotel will direct you to the area of the hotel that it has determined to be the safest for disasters. If you are at a hotel-condominium without facilities for disasters, please listen to the Emergency Alert System for details on evacuation.

Once I reach the emergency shelter, what should my family and I do?

Look for the person or persons in charge of the shelter. All shelter workers should be wearing identification that will be easily recognized. Shelter officials will inform Civil Defense of the needs of each shelter.

When you arrive at the shelter, register your family or group with the shelter manager. Please inform the shelter manager whether anyone in your group has a special medical condition. Children must be supervised by their parents at all times. Please be considerate of others at the shelter. Volunteer to help at the shelter if you can.

I have a relative who has special medical needs or is physically or mentally handicapped. What should I do when a disaster is coming?

You should plan for the extra time and items that may be necessary to deal with anyone who has special needs. If the person is currently being assisted by Maui Economic Opportunity or other service agency that service may not continue in an emergency; contact that agency to see what assistance will be available in an emergency. **Check now** - not before or during the disaster.

PART 3. DURING THE DISASTER

What should I do during the hurricane?

Once you are in as safe a place as possible - wait and listen to your radio for further instructions. Do not go outside since flying objects can seriously injure you. Travel is extremely dangerous during a hurricane.

Stay on the first floor, unless flooding will occur, and stay away from glass windows. Go to the strongest parts of the house or building and stay there. If necessary, use mattresses and blankets to form a protective barrier around you.

If the eye of the storm passes over us, the wind may completely stop for a few minutes to half an hour or more. Do **not** mistake this lull for the end of the hurricane! Stay indoors unless emergency precautions or emergency movement to a safer location are absolutely necessary. The other side of the hurricane is coming and will pack hurricane force winds from the opposite direction.

PART 4. IMMEDIATELY AFTER THE DISASTER

When will we know that the danger has passed? If we are at a shelter, when will we be allowed to go back home?

There will be **no** siren signaling all clear. You must listen to the radio to find out when the danger has passed. If you are at a shelter, shelter officials will advise you when you may return home. If your home is in an area that has been cordoned off as a safety precaution, you will have to check with security personnel at the barricades in order to enter the area.

What if an emergency medical situation occurs which requires hospitalization or specialized treatment?

Providing emergency medical care is a primary concern during and immediately after a natural disaster, especially if phone service has been cut off. County crews or others will be quickly dispatched to areas heavily affected by a hurricane or tsunami. These crews will be in radio contact with the

appropriate authorities. If someone has a medical emergency and the phones are not working, please contact Police, County or military vehicles so that medical help can be brought in.

When will the highways be made passable for cars? Which roads will be made passable first? The County and assisting agencies will attempt to clear the major roadways first. Major roadways will be needed for emergency medical vehicles and heavy equipment for cleanup activities, etc. Therefore, do not drive after the emergency until the EAS Stations announce the opening of roads in your area. If you have to drive because of a life or death situation, remember that conditions on the roads are unpredictable so **USE CAUTION** and seek the first police, county, or military vehicle for assistance.

What sorts of dangers may be present after the hurricane or tsunami hits?

A hurricane may cause other natural or man-made disasters. Forest or wild land fires may occur; flooding and drainage problems may be created as well. There may be a shortage of water to fight fires, do not burn rubbish or light open fires. Also, avoid using candles for lighting at night, as their flames may ignite fires in your home.

Both hurricanes and tsunamis may cause hazardous materials spills (for example: ammonia, gas, chlorine, other hazardous materials). Avoid affected areas and report incidents to the local authorities immediately.

After the disaster strikes, what sources of help and relief are available to my family and me?

Each emergency shelter will remain opened for as long as needed. The Red Cross and others will coordinate efforts to bring food and other items to victims of the disaster.

If the President has declared any part of Maui County a disaster area, the Federal Emergency Management Agency (FEMA) will provide disaster relief assistance. Listen to the radio or read the newspapers for more information about disaster assistance relief center locations. Each center may include representatives from federal, state, county and private relief agencies. The agencies that may be represented at the centers are:

1. **FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)**. Administers the National Flood Insurance Program. For information about FEMA assistance programs, call toll-free 1-800-462-9029.
2. **AMERICAN RED CROSS**. Food, clothing, and other essential items. The Red Cross issues vouchers for food and clothing at stores. Their toll free number for information about its disaster relief services is (800) 773-1141.
3. **SALVATION ARMY**. Food, clothing, and other essential items.
4. **DEPARTMENT OF HUMAN SERVICES, STATE OF HAWAII**. Administers the individual and family grant program, which helps with immediate needs. Administers food stamp program for disaster victims.
5. **DEPARTMENT OF BUSINESS, ECONOMIC DEVELOPMENT, AND TOURISM**. Administers State

Disaster Loan Program.

6. **DEPARTMENT OF HOUSING & HUMAN CONCERNS, COUNTY OF MAUI** Information, outreach, and referrals regarding social needs.
7. **SMALL BUSINESS ADMINISTRATION**. Business and other kinds of loans.
8. **STATE DEPARTMENT OF AGRICULTURE**. Agricultural loans, advice on clean up.
9. **DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS, OFFICE OF CONSUMER PROTECTION**. Advice on regulated industries, such as contractors.
10. **DEPARTMENT OF HAWAIIAN HOME LANDS**. Disaster relief and counseling for those on Hawaiian Home Lands.
11. **STATE DEPARTMENT OF TAXATION AND THE INTERNAL REVENUE SERVICE (IRS)**. Coordinates provisions in the Federal and State tax code for disaster relief.
12. **STATE DEPARTMENT OF LAND AND NATURAL RESOURCES**. Local administrator of the National Flood Insurance Program.
13. **COUNTY DEPARTMENT OF FINANCE, REAL PROPERTY TAX DIVISION**. Handle reports of valuation changes as a result of a disaster.

How do we find out the latest information about the availability of relief supplies, when and which roads will be cleared, etc.?

The news media will be kept informed through Civil Defense. To the extent that local radio stations can operate and transmit, listen to the radio. If local newspapers cannot print, the County will relay as much information as possible to the Honolulu daily newspapers.

Even after the roads are cleared, expect traffic jams in certain areas while residents travel to open stores, disaster relief assistance centers, and other sites. If the situation warrants, emergency bus service may be instituted to encourage people to travel to disaster relief assistance centers in the buses.

Are there any precautions to take when returning home?

In areas which have been ordered evacuated, or where downed power lines or flooding pose a danger to the public, the police, along with National Guard troops (if activated) and County officials will set up barricades to control entry into these areas. Evacuated residents will have to show some proof of residency within the area before being let through the barricades. Either the emergency shelter or the assistance centers should have information about who lives in an area. Authorized passes will be issued in order to enter into the barricaded areas. Show the pass to the security personnel, who then will let you through the barricades.

When you reach home, exercise caution! Check for and be careful of structural damage, electrical

short circuits, gas leaks, broken water lines, and contaminated food and water.

I cannot find my pet animal. Where do I turn for help?

Contact the Humane Society; they may have your animal. Having an identification tag on your dog or cat will make the identification process much easier.

When will the utilities (water, electricity, sewers) be working again?

Water Service:

One of the first utility services that will be restored is water service. Of course, this depends on the severity of the disaster. Emergency water service will be handled with the military that have the capability of purifying large quantities of water for drinking. Even when water service is restored, the water itself may not be entirely safe to drink. Listen to the radio for bulletins on whether the water in your area is safe to drink.

The Department of Health recommends that people not bathe in streams, because of the danger of contracting various diseases.

During the recovery period, water should be conserved. Unless otherwise informed by the Department of Water Supply, do not wash cars or water lawns. Postpone doing the laundry for as long as possible, and if doing the laundry, do only full loads.

Electricity:

Electrical power will likely be turned off during the disaster to minimize damage to the system and personnel. When electricity will be restored to your area depends upon the severity of damage priorities for repair of the system.

Even if electricity is furnished to your area, there may be damage to your connections or system. Have a licensed electrician inspect your home wiring for damage.

If you have a generator, please plan ahead and consult with an electrician about its use. Turn off the main breaker switches in your home or generator "back feed" will energize downed lines, and electric company repair crews working on these lines may be electrocuted. Keep generators out of the rain; let them cool before refueling, check the oil and use a properly sized extension cord. It may be safer to hook up utilities and lights individually from the generator rather than trying to energize the home's entire electrical system.

Telephone Service:

Telephone repairs are linked to the repairs of the electrical system since the electric and phone companies use the same utility poles. Restoration of both systems should be taking place simultaneously. Factors in determining which areas will receive phone service first include the severity of damage in each area, the ability of the phone and electrical companies to provide service to an area, and the priority of emergency communications to be restored.

If phone service is interrupted for the entire County, Hawaiian Telephone will set up a phone center that can call off-island as soon as it can. While Hawaiian Tel will strive to set up emergency phone

banks in each community, it may not always be possible.

If immediate family members off-island wish to know your whereabouts, they can call the local chapter of the Red Cross or the Hawaii State Chapter at (808) 734-2101 for assistance.

Natural Gas System:

During or after the disaster strikes areas with natural gas systems may be turned off to minimize danger to emergency crews. Gas transmission depends upon electricity. If the electrical system is down for a prolonged period of time, the gas system will lose pressure. Please follow any instructions relayed by radio, newspaper, or other official bulletins issued by Civil Defense. If the pressure in the system goes below a certain point, you may be advised to turn off your gas meter. When the gas pressure returns, each appliance with a pilot light will have to be manually relit. Call the Gas Company if you have any questions or problems.

Sewer System:

The sewer system is also dependent upon electricity. Before the sewer system is operating again, portable toilets will be brought in and placed at the disaster assistance centers.

Mail:

If your home was destroyed, or you moved because your home is unlivable and did not provide a forwarding address, your mail is probably being held at the post office. Please check your nearest post office.

Gasoline (for cars and generators):

Gas stations may be able to pump gasoline even after a disaster strikes. However, expect long lines at the gas station, and also beware of undue increases in gasoline prices. Report any outrageous price increases to the assistance center in your community.

Will tourists be evacuated after a disaster strikes?

Yes. Individual hotels will make arrangements for their guests to relocate off the island. Visitors staying in short-term rental units (condominiums and time-share projects) must report to an emergency shelter or a disaster relief center for information on how to evacuate from Maui County.

How do we handle perishable foods if they cannot be frozen or refrigerated?

Perishable foods, such as frozen meats, fish, and poultry, dairy products, certain fruits and vegetables, must be consumed in a safe manner as soon as possible. If you cannot eat or cook these perishable items, go to the nearest site authorized by the State Department of Health that will accept perishables for burial: listen to the radio for more information. Decaying items pose a health hazard.

Where can we dispose of debris left by the disaster, as well as our garbage? Will garbage be picked up?

If necessary, the County will open temporary landfill sites and transfer stations. County trash pickup crews will operate if they can. Please listen to the radio for more information on garbage disposal.

Whatever instructions you receive, please place the following in separate piles: metal debris, tree and plant materials, and construction materials like wood and shingles. Much of the metal debris will be recycled, and most yard waste, such as leaves, tree limbs and the like, will be chipped and composted or used as fuel.

The State Department of Health will collect hazardous household wastes, such as oil-based paint, solvents, pesticides, waste oil, cleaning products, and old batteries. The disaster assistance centers and the media will provide information about pickup places and times.

Destruction to homes and buildings may expose both children and adults to high concentrations of lead (from lead-based paint) and asbestos. When working on clearing debris from buildings, use a mask. Also, use work gloves and shoes when picking up debris. If you have any questions concerning the safety of removing debris, contact the Department of Health at the assistance center.

PART 5. TEMPORARY HOUSING AND REBUILDING

My home was destroyed. Where do I get the money to rebuild?

You should first check your insurance coverage. The company that insures your home should be sending insurance adjusters to Maui to assess the damages and settle your claims. Please tune in to your radio or read a newspaper for more information as to how to contact your insurance company's adjuster. If you have a problem with a particular adjuster or company, you should inform the State Insurance Commissioner's Office, or the State Department of Commerce and Consumer Affairs; stop by the disaster assistance center in your community for more information. (Ask your insurance agent about the Federal Flood Insurance Program.)

HINT: Displaying a large sign with name of insurance company on it and information on where resident can be found if not at location will be very helpful.

Loans provided by FEMA and State-backed loans, if provided, may be sources of rebuilding money. If you live on Hawaiian Home Lands, check with the Department of Hawaiian Home Lands to see if assistance is available. The Small Business Administration provides low-interest disaster home loans.

If you have a Hula Mae mortgage on your house, the State may allow you to defer some upcoming mortgage payments. Contact the State Housing Finance and Development Corporation (HFDC) for more information.

Most state or federal assistance programs are dependent on the Governor or President's declaration of disaster for all or part of Maui County.

Do I need to get a building permit to rebuild my house?

Yes. County laws do not provide for an emergency building permit process. After a disaster the County may pass emergency laws that would provide for an expedited permitting process.

Do I need a licensed contractor to repair or rebuild my house?

The State Department of Commerce and Consumer Affairs (DCCA) strongly suggests that all work done to repair or rebuild your home be done by a licensed contractor. A disaster often provides an opportunity for disreputable builders. DCCA will make available a listing of all licensed contractors in the State. Call 587-3000 for the State Licensing Division.

Contractors may be taking on many jobs, including yours, and may have difficulty giving your job the attention you expect. Also, building materials may take some time to arrive perhaps taking weeks or months to arrive.

What should I do if contractors quote prices for work, which I know, are outrageously high?

The Governor can issue executive orders to stop the practice of charging exorbitant fees for services or commodities. In addition, the State Department of Commerce and Consumer Affairs, through its Regulated Industries Complaint Office (RICO) or Office of Consumer Protection (OCP), can assist in investigating complaints regarding price gouging. Be especially suspicious of those who solicit your business with "scare" tactics, such as telling you that there is a scarcity of contractors around, or that if you don't pay the high price for repairs that they have quoted you, that you will not be able to get any contractor to work on your job, etc. Before talking to a contractor, be sure to ask for the contractor's license number first.

My home was not completely destroyed, but the roof and/or walls have been damaged. What should I do?

The nearest disaster application center (D.A.C.) may be able to assist you by providing tarpaulins for your roof to avoid water damage inside your house. In addition, if you are elderly or physically handicapped, teams at the disaster application centers may be available to help you. Tarpaulins may be available at the centers.

Will the State or the County assist us in finding temporary housing?

Yes. The Department of Housing and Human Concerns, Housing Division, will help coordinate temporary housing and shelter. Among the options that the agencies will look at are whether there are vacant vacation rentals, condominiums, and hotel rooms, as well as individual rooms in homes that can be made available to those made homeless from the disaster. Also, the agencies will investigate the possibility of bringing various kinds of temporary housing structures on island, such as modular housing packages and portable cabins. However, the government cannot guarantee that everyone can be placed in temporary housing - it all depends on the severity of damage to homes and buildings.

I am a renter. Because my rental unit was destroyed, I need to look for a new place. What help is available?

You may find help at the disaster application center. FEMA may provide housing assistance. FEMA may also be able to distribute large tents and camp stoves and lanterns to those who wish to camp alongside their homes.

If you are a renter receiving Section 8 housing assistance and were displaced by a hurricane

or other disaster, you may be allowed to move off island and retain your housing vouchers. The Red Cross will review such relocation requests.

If outrageously high rents are being charged, report to the assistance center. The Governor has the power to issue an executive order prohibiting "price-gouging" in rentals.

My farm was destroyed. What assistance is available?

The Department of Agriculture also provides technical assistance for emergency repairs on agricultural land.

If you are a farmer, rancher or aquaculture operator who suffered damage due to a natural disaster, you may qualify for low interest loans, grants, and other programs offered by the Farmers Home Administration, the U.S. Department of Agriculture's Emergency Conservation Program, the Agriculture Stabilization and Conservation Service, and the Soil Conservation Service (SCS). Low-interest loans are also available from the Small Business Administration (SBA) for equipment, building, and production losses. Ask for more information at the assistance center, or if you are able to get to a working telephone, call 1-800-462-9029.

If you took out a loan with the Farmers Home Administration (FmHA), you may qualify for a mortgage payment moratorium or a reduction in monthly payments. In fact, FmHA may declare a short-term moratorium (4 months, for example) in the wake of a hurricane disaster. Contact the FmHA office for more details.

My boat was destroyed. What assistance is available?

In addition to contacting your insurer, boaters whose vessels were damaged by waves and winds as a result of a disaster may be able to apply for federal disaster relief. Stop by the disaster application center or call FEMA's toll-free number, 1-800-462-9029.

PART 6. LIFE AFTER A DISASTER

The banks are closed, and the ATMs are down. How can I get access to my money?

Every effort will be made to get banks into operating condition; however, it is difficult to predict when a bank will be able to open. If you cannot get to your money, please go to the assistance center; short-term loans or outright grants of money or vouchers may be available to you.

Due to the disaster, I am now unemployed. How do I apply for unemployment benefits? Is there other financial assistance programs available?

The State Department of Labor and Industrial Relations (DLIR) will assess the impact of the disaster on unemployment, and will assist with State and Federal unemployment and job-related programs. In addition, the State's Department of Human Services will implement and administer disaster assistance programs, which include:

1. Emergency Welfare Benefits Program
2. Temporary Housing Program (in conjunction with Maui County's Department of Housing & Human Concerns)
3. Emergency Food Stamp Program
4. Individual and Family Grant Program

Federal grants may be made available to the State to hire people for clean up efforts. For more information, please go to the disaster assistance center in your community.

What should I do if I am injured during the clean up of the disaster?

There will be many hurricane-related injuries as people start to clean up and rebuild. Predicted injuries will include cuts and puncture wounds caused by broken glass and nails. If you receive a cut or other small wound, scrub the area thoroughly and rinse well with potable (drinking) water - do not use stream water. You should also see a doctor for any puncture wound, even a small one, because puncture wounds are particularly difficult to clean and can be contaminated with bits of wood and other debris. If you have not had a tetanus shot within the last five years and have sustained a puncture wound, get a tetanus shot from the doctor.

My family is having difficulty coping with the stress caused by the destruction, and its aftermath. Are there any services available to help us get through this ordeal?

The County's Department of Housing & Human Concerns, in conjunction with the State Department of Health and non-profit agencies such as Child and Family Services, will provide information on stress induced by the disaster.

A major disaster can leave both children and adults feeling emotionally vulnerable. At first the disaster may bring out a positive spirit in the community, later anxiety, depression and anger may occur. Children may become rebellious. People may stay in their damaged homes and not seek help. Contact the Department of Housing & Human Concerns if you need more information. Do not be afraid to seek help if it is needed.

REMEMBER:

BEFORE DISASTER STRIKES:

Prepare a home survival kit ready for use in emergencies. Plan in advance where to locate household members in case they are separated. Store important papers and valuables in waterproof packaging where they can be easily reached if you plan to take these items with you. Keep the car gas tank at least 3/4 full.

WHEN DISASTER STRIKES:

Don't use the telephone. Leave lines open for emergency calls only. Don't touch downed power lines or objects in contact with power lines. Don't use elevators. Use stairways instead. Don't go sightseeing. Don't spread rumors. Get the facts from official sources.

Do secure your home. Lock doors and windows. Know where to locate electrical, water and gas service sources if advised to turn off utilities. Secure or store objects that may cause damage or injury.

Do stay tuned to a local radio or TV station for official weather and civil defense instructions.

REMEMBER:

Although government will already be responding to the immediate needs of the people and will already be responding to provide disaster relief to the people, government may take 1 or 2 days to organize disaster relief assistance for all the people of Maui County. Therefore, be prepared to survive on your own for the first 48 hours.

REMEMBER:

The contents of this guide are intended to help you prepare for a disaster. However, no guide will prepare you for every circumstance. Be prepared for the unexpected. Don't wait for instructions to take obviously necessary actions.

REMEMBER:

In any event, PLEASE REMAIN CALM and listen to your local radio and TV stations for the latest information and official instructions.

APPENDIX A (revised 12/01/05)

**EMERGENCY CENTERS/SHELTERS
LIST OF CERTIFIED, STATE, COUNTY AND OTHER STRUCTURES
COUNTY OF MAUI**

IMPORTANT: The announcement of the opening of shelters will be made to the public over the radio and also local television stations. Of the shelters listed below, some may not open immediately. Therefore, you must listen to the radio for the specific shelter openings.

Some Shelters are certified for Hurricanes, while others are certified for Tsunamis. Please refer to the legend for each shelter type. You must listen to the radio for the specific shelter openings.

H = Hurricane shelter spaces available.

T = Tsunami shelter spaces available.

MAUI

Legend

HANA

1.	Hana High & Elementary School	4111 Wakiu, Hana Highway, Hana	H,T
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KAHULUI / WAILUKU / WAIHEE

2.	Baldwin High School	1650 Ka`ahumanu Avenue, Wailuku	H,T
3.	Iao Elementary School	1910 Kaohu Street, Wailuku	H,T
4.	Kahului Community Center	275 Uhu Street, Kahului	T
5.	Kahului Elementary School	410 South Hina Avenue, Kahului	T
6.	Lihikai Elementary School	355 S. Papa Avenue, Kahului	H,T
7.	Maui Community College	310 West Ka`ahumanu Avenue, Kahului	H
8.	Maui High School	660 South Lono Avenue, Kahului	H,T
9.	Maui Waena Intermediate School	795 Onehee Street, Kahului	H,T
10.	Waihee Elementary School	2125 Kahekili Highway, Wailuku	H,T
11.	Wailuku Elementary School	355 South High Street, Wailuku	H,T
12.	War Memorial Gym	1580 Ka`ahumanu Avenue, Kahului	T

KIHEI / MAKENA

13.	Kamali'i Elementary School	180 Ke Alii Alanui, Kihei	H,T
14.	Kihei Community Center	303 E. Lipoa Street, Kihei	T
15.	Kihei Elementary School	250 E. Lipoa Street, Kihei	H,T
16.	Lokelani Elementary School	4101 Liloa Drive, Kihei	H,T

LAHAINA (WEST MAUI)

17.	Lahaina Civic Center	1840 Honoapi`ilani Highway, Lahaina	H,T
18.	Lahaina Intermediate School	871 Lahainaluna Road, Lahaina	H,T
19.	Lahainaluna High School	980 Lahainaluna Road, Lahaina	H,T
20.	Princess Nahienaena Elementary School	816 Niheu Street, Lahaina	H,T

UPCOUNTRY

21.	Eddie Tam Memorial Center	931 Makawao Avenue, Makawao	T
22.	Haiku Community Center	Hana Highway, Haiku	T
23.	Haiku Elementary School	105 Pauwela Road, Haiku	T
24.	Kalama Intermediate School	120 Makani Road, Makawao	H,T
25.	King Kekaulike High School	121 Kula Highway, Pukalani	H,T
26.	Kula Community Center	East Lower Kula Road, Kula	T
27.	Kula Elementary School	5000 Kula Highway, Waiakoa, Kula	T
28.	Makawao Elementary School	3542 Baldwin Avenue, Makawao	H,T
29.	Mayor Hannibal Tavares Community Center	91 Pukalani Street, Pukalani	T
30.	Paia Elementary School	955 Baldwin Avenue, Paia	T
31.	Pukalani Elementary School	2945 Iolani Street, Pukalani	H,T

MOLOKA'I

1.	Kaunakakai Elementary School	30 Ailoa Street, Kaunakakai	H
2.	Kualapu'u Elementary School	260 Farrington Highway, Kaulapu'u	H,T
3.	Maunaloa Elementary School	Maunaloa Road, Maunaloa	T
4.	Moloka'i High and Intermediate School	2140 Farrington Highway, Kaunakakai	H,T

LANA'I

1.	Dole Community Center	Ilima Street and 11 th Street, Lana'i	T
2.	Lana'i High and Elementary School	555 Fraser Avenue, Lana'i City	H,T
3.	Lana'i Recreation Center		T

Legend**H = Hurricane** shelter spaces available.**T = Tsunami** shelter spaces available.